

Electronic Acknowledgement Receipt

EFS ID:	5121619
Application Number:	09826121
International Application Number:	
Confirmation Number:	2317
Title of Invention:	Method, system, and program for customer service and support management
First Named Inventor/Applicant Name:	Andy Ming Lee
Customer Number:	74162
Filer:	Scott C. Harris
Filer Authorized By:	
Attorney Docket Number:	Alorica-002001
Receipt Date:	08-APR-2009
Filing Date:	04-APR-2001
Time Stamp:	17:08:01
Application Type:	Utility under 35 USC 111(a)

Payment information:

Submitted with Payment	yes
Payment Type	Credit Card
Payment was successfully received in RAM	\$130
RAM confirmation Number	3378
Deposit Account	504376
Authorized User	HARRIS,SCOTT C.

The Director of the USPTO is hereby authorized to charge indicated fees and credit any overpayment as follows:

Charge any Additional Fees required under 37 C.F.R. Section 1.16 (National application filing, search, and examination fees)

Charge any Additional Fees required under 37 C.F.R. Section 1.17 (Patent application and reexamination processing fees)

Charge any Additional Fees required under 37 C.F.R. Section 1.21 (Miscellaneous fees and charges)

File Listing:

Document Number	Document Description	File Name	File Size(Bytes)/Message Digest	Multi Part/.zip	Pages (if appl.)
1	Amendment/Req. Reconsideration-After Non-Final Reject	alorgia2001_amendment409.pdf	71724 b9cc0c88e3b1627997227e7a1b1ce83091a96d48	no	23

Warnings:

Information:

2	Fee Worksheet (PTO-06)	fee-info.pdf	29837 5371f0e5b88c7fc783f58ff94948cf81c8faec c6	no	2
---	------------------------	--------------	---	----	---

Warnings:

Information:

Total Files Size (in bytes):

101561

This Acknowledgement Receipt evidences receipt on the noted date by the USPTO of the indicated documents, characterized by the applicant, and including page counts, where applicable. It serves as evidence of receipt similar to a Post Card, as described in MPEP 503.

New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

New International Application Filed with the USPTO as a Receiving Office

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.